Arizona Government University

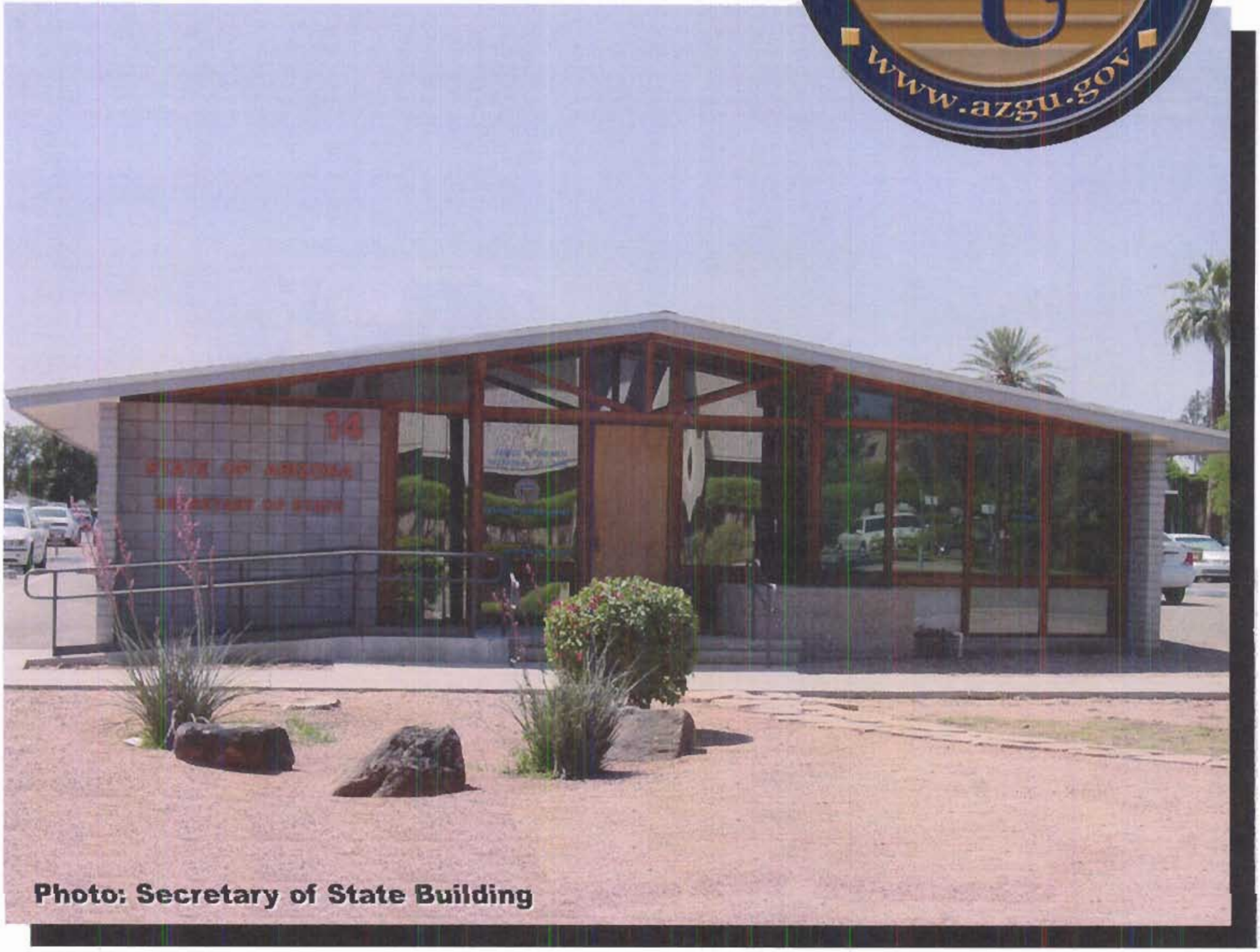


Photo: Secretary of State Building

Course Catalog

January - March 2005

Arizona Government University - January - March, 2005 Course Catalog

TABLE OF CONTENTS

PAGE
REGISTRATION PROCEDURES & CANCELLATION POLICY 5
AMERICANS WITH DISABILITIES ACT 5
HELPFUL INFORMATION 6
LEADERSHIP (BASIC SUPERVISION) 6
CPM COURSES 6
ARIZONA FINANCIAL INFORMATION SYSTEM (AFIS) COURSE DESCRIPTIONS 7
  OVERVIEW 7
  CONCEPTS 8
  TRANSACTION ENTRY 8
  TRAVEL 9
  AMERICAN CLEARING HOUSE (ACH) PROCESSING 9
  BUDGET LOADING 10
  TRANSFERS 10
  INQUIRY & REPORTS 10
  FIXED ASSETS ENTRY 11
  CONTROL D 11
  DATA QUERY 11
  FIXED ASSETS MAINTENANCE 12
  VENDOR SET-UP 12
COMPUTER SOFTWARE 13
  STARS TRAINING - LEVEL 1 & 2 13
  STARS TRAINING - LEVEL 3 14
  STARS TRAINING - REPORTWRITER 14
  WINDOWS & MOUSE BASICS 14
  INTRODUCTION TO NT WORKSTATION 15
  INTERMEDIATE NT & OUTLOOK 98 15
  WORD 97 MODULE I & II 15
  EXCEL 97 MODULE I & II 16
  ACCESS 97 MODULE I & II 17
  POWER POINT 97 MODULE I & II 18
  VISIO MODULE I 19
  MS PROJECT 98 MODULE I 19
  INTRODUCTION TO XP PERFESSIONAL & OUTLOOK 2002 20
  INTERMEDIATE XP PROFESSIONAL & OUTLOOK 2002 20
  WORD 2002 MODULE I 21
  WORD 2002 MODULE II 22

TABLE OF CONTENTS (CON'T)

EXCEL 2002 MODULE I 22
EXCEL 2002 MODULE II 23
ACCESS 2002 MODULE I 23
ACCESS 2002 MODULE II 24
POWER POINT 2002 MODULE I 24
POWER POINT 2002 MODULE II 25
WORD 2000 MODULE II 25
EXCEL 2000 MODULE I 25
EXCEL 2000 MODULE II 26
ACCESS 2000 MODULE I & II 26
OUTLOOK 2000 MODULE I 26
EMPLOYEE DEVELOPMENT COURSE DESCRIPTIONS 28
DISC PERSONAL DEVELOPMENT PROFILE 28
NEW EMPLOYEE ORIENTATION 29
CUSTOMER SERVICE 30
NEGOTIATING SKILLS 30
MEDIATING CONFLICT 31
PREVENTING SEXUAL HARASSMENT 31
SELECTION INTERVIEWING 32
EMPLOYMENT LAW I 32
EMPLOYMENT LAW II 33
DIVERSITY 33
PROJECT MANAGEMENT 34
TIME MANAGEMENT 34
CAREER SKILLS 34
STRESS MANAGEMENT 35
WORKPLACE VIOLENCE 35
ETHICAL ISSUES IN THE PUBLIC SECTOR 36
INDEMNITY COURSE DESCRIPTIONS 37
CARDIOPUMONARY RESUSCITATION & CHOKING PREVENTION (CPR) 37

TABLE OF CONTENTS (CON'T)

Leadership (Basic Supervision) Course Descriptions 38
- Positive and Negative Employee Behavior 38
- Managing Employee Performance 38
- Team Leadership and Development 39
- Coaching Employees 39
- Elements of Supervision 40

Other Course Descriptions 41
- GAO Travel Policy 41
- Open Meeting Law 41

Public Procurement Course Descriptions 42
- Certificate in Public Procurement 42
- Foundation Certificate in Public Procurement 43
- Journey Certificate in Public Procurement 43
- Professional Certificate in Public Procurement 44
- Construction Contracting in Public Procurement 44
- Contracting for Services in Public Procurement 45

Registration Application 46

Class Location Map 47

Registration Procedures & Cancellation Policy

Online Registration

Go to http://www.azgu.gov to register electronically. You will need your HRIS EIN (Employee Identification Number) that can be obtained online, from your paycheck, or the Registrar's office at 602.771.AzGU (2948).

Your registration confirmation email includes class date, time, location and many other class details. Please review your confirmation letter carefully to verify proper location. You may check our website to confirm your registration at http://www.azgu.gov

You can register for classes in several ways. **(All classes are subject to change.)**

A. Online at http://www.azgu.gov (see above)

B. Fax: 602.542.0462 (use attached form at the end of this booklet)

C. Phone: 602.771.AzGU (2948)

Cancellation Policy

Students will be assessed $75.00 if a cancellation is not made at least 2 business days prior to class, or does not attend class. You can cancel online or fax using the above information.

All classes begin promptly at the assigned hour.

Americans with Disabilities Act (ADA)

AzGU's Training Division complies with the provisions of Title VII of the Civil Rights Act of 1964 and the American with Disabilities Act of 1990. To request special accommodations, please call 602.771.AzGU (2948).

Helpful Information

Mandated Leadership (Basic Supervision)

ARS §41-763 mandates that all supervisors and managers complete Personnel Management Leadership (Basic Supervision) training. These courses include: Elements of Supervision, Coaching Employees, Team Leadership and Development, Managing Employee Performance, Positive and Negative Employee Behavior and Ethical Issues in the Public Sector. Courses may have prerequisites, which must be taken prior to enrollment.

Courses Required:

MAP1001 Elements of Supervision
HRD1075 Coaching Employees
HRD1070 Team Leadership and Development
HRD1010 Managing Employee Performance
HRD1005 Positive and Negative Employee Behavior
PHI1001 Ethical Issues in the Public Sector (if not previously taken)

CPM Courses

The Certified Public Manager Program (CPM) is a nationally recognized management development program for public managers and supervisors. Over 20 states (including Arizona) and the federal government participate in the National CPM Consortium. The Consortium establishes accreditation requirements. This professional certification is designed to create thoughtful practitioners who apply useful managerial techniques to address public-sector challenges. The emphasis is on practical application.

Arizona Government University (AzGU) is now offering classes approved as feeder classes that will allow participants to transfer to Arizona State University (downtown campus) and complete the Certified Public Manager (CPM) Program.

Facilitations

Have a need for a facilitation at your agency? We provide professional facilitators who lead teams through process improvement, issue resolution, and information needs analysis.
Note: Minimal charges may apply.

ARIZONA FINANCIAL INFORMATION SYSTEM (AFIS)

FIN1005 1.0 AFIS Overview/Concepts

Contact Hours: 8

Introduces the Arizona Financial Information System (AFIS). This includes the core system, how the various modules relate to each other, the security and input/edit/update (IEU) features, the flexibility to customize the system to accommodate your agency needs, and the basic elements used in data entry. Teaches how to use basic accounting information (invoices, purchase orders, etc.) to prepare the data entry forms. Primary data elements are discussed in detail.

Prerequisites: None

	Beginning	Ending	Tuition
CBT	01/01/2005 08:00	12/31/2005 05:00	$0

FIN1010 1.0 AFIS OVERVIEW

Contact Hours: 4

Introduces the Arizona Financial Information System (AFIS). This includes the core system, how the various modules relate to each other, the security and input/edit/update (IEU) features, the flexibility to customize the system to accommodate your agency needs, and the basic elements used in data entry.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	01/04/2005 08:00	01/04/2005 12:00	$0
Phoenix	02/01/2005 08:00	02/01/2005 12:00	$0
Phoenix	03/01/2005 08:00	03/01/2005 12:00	$0

FIN1020 1.0 AFIS CONCEPTS

Contact Hours: 4

Teaches how to use basic accounting information (invoices, purchase orders, etc.) to prepare the data entry forms. Primary data elements are discussed in detail.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW

	Beginning	Ending	Tuition
Phoenix	**01/04/2005 01:00**	**01/04/2005 05:00**	**$0**
Phoenix	**02/01/2005 01:00**	**02/01/2005 05:00**	**$0**
Phoenix	**03/01/2005 01:00**	**03/01/2005 05:00**	**$0**

FIN1030 1.0 AFIS TRANSACTION ENTRY

Contact Hours: 4

Participants learn how to navigate the Arizona Financial Information System (AFIS) by utilizing the "Link To", "Help" and "Interrupt" features. They will practice entering various types of transactions (encumbrance, claim and deposit) and learn how to release the batch for processing. The procedures for correcting errors, out-of-balance situations and adding transactions are also covered.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS

	Beginning	Ending	Tuition
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**01/06/2005 08:00**	**01/06/2005 12:00**	**$0**
Phoenix	**02/03/2005 08:00**	**02/03/2005 12:00**	**$0**
Phoenix	**03/03/2005 08:00**	**03/03/2005 12:00**	**$0**

FIN1040 1.0 AFIS TRAVEL

Contact Hours: 4

Reviews the State of Arizona policy for In-State and Out-of-State travel. Prepare travel claims using sample receipts and travel data. Also, learn to edit and review sample travel claims for errors and problems prior to entering and releasing the transactions in AFIS. **This class is required to obtain authorization to release travel claims in AFIS.**

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	Ending	Tuition
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**01/26/2005 08:00**	**01/26/2005 12:00**	**$0**
Phoenix	**03/23/2005 08:00**	**03/23/2005 12:00**	**$0**

FIN1050 1.0 AFIS AMERICAN CLEARING HOUSE (ACH - PROCESSING)

Contact Hours: 4

Learn the steps of the payment cycle to process a direct deposit payment to a vendor. The ACH Authorization Form (completed by the vendor) is discussed with emphasis placed on the required information. Reviews the vendor screens to determine if a vendor is approved to receive direct deposit payments and the process for returns and reversals when errors have been detected. **This class is required to obtain authorization to process ACH transactions in AFIS.**

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	Ending	Tuition
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**01/13/2005 08:00**	**01/13/2005 12:00**	**$0**
Phoenix	**03/09/2005 08:00**	**03/09/2005 12:00**	**$0**

FIN2020 1.0 AFIS BUDGET LOADING

Contact Hours: 4

The class reviews the concepts of appropriations and how they relate to agency budgets. Discussion of how the multi-purpose code field is used to determine the budgetary allotments that are calculated in AFIS. The participants will prepare budget transactions to be entered into AFIS.
Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	Ending	Tuition
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**

FIN3020 1.0 AFIS TRANSFERS

Contact Hours: 4

Learn the uses of expenditure, revenue and operating transfer types to transfer cash to other State agencies. Make transfers between funds within an agency, and make corrections in AFIS. Learn the proper procedures for Automated transfers. **This class is required to obtain authorization to release transfers in AFIS.**
Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	Ending	Tuition
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**02/15/2005 08:00**	**02/15/2005 12:00**	**$0**
Phoenix	**03/17/2005 08:00**	**03/17/2005 12:00**	**$0**

FIN3040 1.0 AFIS INQUIRY & REPORTS

Contact Hours: 4

Learn the various on-line screens of AFIS and how they can be used to review financial information. Practice the features to view information under various combinations (current year, prior year, current month, year-to-date, etc.). Learn how to request and interpret the various reports.
Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	Ending	Tuition
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**02/17/2005 08:00**	**02/17/2005 12:00**	**$0**

FIN3050 1.0 AFIS FIXED ASSETS ENTRY

Contact Hours: 4

Enter descriptive and financial information on fixed assets purchased through the claims process. Learn how to record repairs and maintenance to previous records and use the fixed assets subsystem to maintain information about inventory items. Learn the methods used to record assets received through gifts and donations.
Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	**Ending**	**Tuition**
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**01/25/2005 08:00**	**01/25/2005 12:00**	**$0**
Phoenix	**03/22/2005 08:00**	**03/22/2005 12:00**	**$0**

FIN4000 1.0 AFIS/HRMS CONTROL D

Contact Hours: 4

Control-D is the application used to maintain the reports issued from AFIS and HRMS. Learn how to navigate through this system to view and print reports. Reviews the retention period of archived reports as well as the process to request re-activation of archived reports.
Prerequisites: None

	Beginning	**Ending**	**Tuition**
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**02/10/2005 08:00**	**02/10/2005 12:00**	**$0**

FIN4020 1.0 AFIS DATA QUERY

Contact Hours: 4

Explore the Guide Mode feature to create a data query from the beginning. Utilize the edit features to make changes to existing queries, and review each of the major components of a Data Query (table criteria, sort and print). Learn some advanced features to Data Query such as the Dialog feature, creating a report from two tables, and calculating data. **This class is required to obtain access to the Data Query application.**
Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY, FIN3040 1.0 AFIS INQUIRY & REPORTS

	Beginning	**Ending**	**Tuition**
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**02/24/2005 08:00**	**02/24/2005 12:00**	**$0**

FIN4030 1.0 FIXED ASSETS MAINTENANCE

Contact Hours: 4

Reviews how to maintain and update fixed asset records for such items as asset disposals, movement of assets between locations, recording depreciation, and available reports. Discuss the process used to reconcile fixed asset records.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY, FIN3050 1.0 AFIS FIXED ASSETS ENTRY

	Beginning	Ending	Tuition
CBT	**01/01/2005 08:00**	**12/31/2005 05:00**	**$0**
Phoenix	**02/08/2005 08:00**	**02/08/2005 12:00**	**$0**

FIN4040 1.0 AFIS VENDOR SETUP

Contact Hours: 4

Learn the proper procedures for establishing new vendors; updating vendor information and submitting completed forms to the General Accounting Office (GAO) for entry into AFIS. The focus is on statewide uniformity and consistency in completing and submitting vendor forms, as well as ensuring the information is accurate.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/20/2005 08:00**	**01/20/2005 12:00**	**$0**
Phoenix	**03/15/2005 08:00**	**03/15/2005 12:00**	**$0**

COMPUTER SOFTWARE

CSA1100 1.0 STARS Training - Level 1 Users

Contact Hours: 1.0

Recommended for level 1 STARS users. The objective of this training is to provide basic concepts, techniques and navigational instruction to users of the Statewide Training And Registration System (STARS) web based aplication.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**02/10/2005 09:00**	**02/10/2005 10:00**	**$0**
Phoenix	**03/10/2005 09:00**	**03/10/2005 10:00**	**$0**

CSA1200 1.0 STARS Training - Level 2 Users

Contact Hours: 1.0

Recommended for STARS users who will be appointed training approvers for other employees. The objective of this training is to instruct level 2 users how to use the Statewide Training and Registration system (STARS) web based application for management of approvee contact information and course enrollment.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**02/10/2005 10:00**	**02/10/2005 11:00**	**$0**
Phoenix	**03/10/2005 10:00**	**03/10/2005 11:00**	**$0**

CSA1300 1.0 STARS Training - Level 3 Users

Contact Hours: 5

Recommended for STARS users with Level 3 Security and higher. Intended for Training Coordinators and Agency Training Facilitators, the primary objective is to provide basic concepts, techniques and navigational instruction of the Statewide Training And Registration System (STARS) for both web and citrix interfaces.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/06/2005 09:00**	**01/06/2005 03:00**	**$0**
Phoenix	**01/20/2005 09:00**	**01/20/2005 03:00**	**$0**
Phoenix	**02/03/2005 09:00**	**02/03/2005 03:00**	**$0**
Phoenix	**02/17/2005 09:00**	**02/17/2005 03:00**	**$0**
Phoenix	**03/03/2005 09:00**	**03/03/2005 03:00**	**$0**
Phoenix	**03/31/2005 09:00**	**03/31/2005 03:00**	**$0**

CSA1350 1.0 STARS Training - ReportWriter

Contact Hours: 3

This course is designed to instruct STARS level 3 users how to develop and share reports using the STARS Report Writer web application.

Prerequisites: CSA1300 1.0 STARS Training - Level 3 Users

	Beginning	Ending	Tuition
Phoenix	**01/27/2005 09:00**	**01/27/2005 12:00**	**$0**
Phoenix	**02/24/2005 09:00**	**02/24/2005 12:00**	**$0**

CSA1900 1.0 WINDOWS AND MOUSE BASICS

Contact Hours: 3.00

Not available.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/10/2005 09:00**	**01/10/2005 12:00**	**$0**
Phoenix	**02/01/2005 09:00**	**02/01/2005 12:00**	**$0**
Phoenix	**03/01/2005 09:00**	**03/01/2005 12:00**	**$0**

CSA2000 1.0 Introduction to NT Workstation

Contact Hours: 4.50

This is a beginning course in how to use the Windows NT operating system.
Prerequisites: None

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2010 1.0 Intermediate NT and Outlook 98

Contact Hours: 4.00

This course teaches Intermediate NT and Outlook 98 basics.
Prerequisites: None

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2020 1.0 WORD 97 MODULE I

Contact Hours: 4.50

This is a beginning course in how to use the Word Processing software, Word 97. It covers creating, editing, printing, an introduction to tabs and some formatting.
Prerequisites: CSA2000 1.0 Introduction to NT Workstation

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2021 1.0 WORD 97 MODULE II

Contact Hours: 4.00

This course teaches setting custom tabs, paragraph formatting, document navigation, AutoText usage,spell-check, general formatting of fonts, page breaks, and headers and footers.
Prerequisites: CSA2020 1.0 WORD 97 MODULE I

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2030 1.0 EXCEL 97 MODULE I

Contact Hours: 4.00

Excel 97 is a spreadsheet program that operates in the Windows environment. The purpose of a spreadsheet is to process numbers and the data that accompanies those numbers. Most topics have an activity that follows the general information. These activities follow the same process as the general topic information.

Prerequisites: CSA2000 1.0 Introduction to NT Workstation

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**07/30/2005 05:00**	**$0**

CSA2031 1.0 EXCEL 97 MODULE II

Contact Hours: 4.00

This course presents information about formatting your worksheets to be attractive, informative, and productive. You will learn how to:

- Insert and delete columns and rows
- Copy information
- Add borders and shading
- Sort data
- Widen multiple columns at the same time
- Select noncontiguous cells
- Apply word-wrap
- Freeze worksheet titles
- Access functions using both the toolbar and the menus
- Write formulas with absolute cell references
- Add an arrow to your worksheet
- Create and format a text box
- Print your entire worksheet
- Print a portion of your spreadsheet
- Change the print settings for your worksheet

Prerequisites: CSA2030 1.0 EXCEL 97 MODULE I

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2040 1.0 ACCESS 97 MODULE I

Contact Hours: 5.00

This self-paced computer training course teaches the following Access 97 topics:
1. Creating & saving an access data base
2. Creating a data entry form
3. Creating an Access query
4. Entering, deleting & sorting records
5. Creating & printing a report

Prerequisites: CSA2000 1.0 Introduction to NT Workstation, CSA2020 1.0 WORD 97 MODULE I

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2041 1.0 ACCESS 97 MODULE II

Contact Hours: 5.00

This self-paced computer training course teaches the following Access 97 topics:
1. Linking And Importing Data (from dBase and/or Excel)
2. Performing Quick Sorts
3. Changing a Field Property
4. Adding Records
5. Creating and Customizing a Data Entry Form
6. Inserting a Graphic Object in a Form
7. Deleting Linked Tables
8. Renaming an Access Object
9. Setting a Primary Key
10. Setting Relationships between Tables
11. Customizing a Data Entry Form: Using Control Boxes
12. Creating and Using a List Box
13. Creating and Using a Combo Box
14. Limiting Entries using a Combo Box

Prerequisites: CSA2040 1.0 ACCESS 97 MODULE I

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2050 1.0 POWERPOINT 97 MODULE I

Contact Hours: 5.00

This is a basic introduction into creating presentations using Microsoft PowerPoint 97. The course begins by having the trainees view a timed PowerPoint 97 demonstration of the capabilities of the software. The trainees create their own presentation based upon their section demands.

Prerequisites: CSA2000 1.0 Introduction to NT Workstation, CSA2020 1.0 WORD 97 MODULE I

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2051 1.0 POWERPOINT 97 MODULE II

Contact Hours: 5.00

The PowerPoint 97 program was designed for people who want to produce their own presentations quickly and under their own control. The slides that are created will have a professional appearance. There are specialized drawing tools and a built-in word processor that includes a spelling checker.

Module I introduced you to the most basic features of the software. These were features that required minimum explanation and provided the easiest and fastest method of creating a presentation.

In this Trainee Handout you will be creating a presentation designed for use with an overhead projector. The presentation will include importing clip art, importing text from Microsoft Word 97, and creating a chart using the chart generator. After the presentation is completed, it will be printed using a laser printer. The printout can be used to create overhead transparencies using properly equipped photo copiers and thermal transparency copiers.

You will also create an electronic presentation. This presentation will use the overhead transparency presentation as a template. This presentation will be different from the presentation created in Module I. It will not include a background design. It will address advanced customizing features not discussed in Module I.

Prerequisites: CSA2050 1.0 POWERPOINT 97 MODULE I

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2060 1.0 VISIO MODULE I

Contact Hours: 3.50

This is a self-paced course of instruction that uses an NT Workstation and the Visio Standard software. The course is designed for those employees who will be performing basic flowcharting.

Prerequisites: CSA2000 1.0 Introduction to NT Workstation, CSA2020 1.0 WORD 97 MODULE I

	Beginning	Ending	Tuition
Phoenix	**07/01/2004 09:00**	**06/30/2005 02:30**	**$0**
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2070 1.0 MS PROJECT 98 MODULE I

Contact Hours: 4.50

This course teaches MS PROJECT 98 MODULE I basics.

Prerequisites: RVGEN9120 1.0 INTRODUCTION TO PROJECT MANAGEMENT, PLN1010 1.0 PROJECT MANAGEMENT

	Beginning	Ending	Tuition
Phoenix	**07/01/2004 09:00**	**06/30/2005 05:00**	**$0**
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**

CSA2100 1.0 Introduction to XP Professional & Outlook 2002

Contact Hours: 4.5

This course covers:
1. How to logon to and logoff from XP Professional.
2. Identifying security and confidentiality requirements.
3. Identifying the purpose of programs on XP Professional.
4. Identifying the purpose and use of differing drive letters.
5. Use the windows help and support functions to answer questions.
6. Opening, composing, sending, and deleting E-mail.
7. Identify the correct tools used for specific tasks within Outlook 2002.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	01/27/2005 09:00	01/27/2005 02:30	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2110 1.0 Intermediate XP Professional and Outlook 2002

Contact Hours: 4.5

This is a self-paced manual. Move through the material at your own speed. Information that you need to read appears as regular text. Throughout the manual, you are presented with activities. The instructions to perform an activity are displayed in bold text. Follow the instructions to perform each activity on the computer.
Prerequisites: CSA2100 1.0 Introduction to XP Professional & Outlook 2002

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	01/27/2005 09:00	01/27/2005 02:30	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2120 1.0 Word 2002 Module 1

Contact Hours: 4.5

This is a basic course that introduces the trainee to Microsoft Word 2002. This course will teach the trainee the following:

a.) Basic word processing tasks.
b.) Word 2002 screen components.
c.) Locate and use a Local Area Network file structure.
d.) Open, move between documents, and close files.
e.) Save and print documents.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	01/27/2005 09:00	01/27/2005 02:30	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2121 1.0 Word 2002 Module 2

Contact Hours: 4.5

This is an intermediate course that prepares the trainee to complete more challenging word processing tasks such as:

a.) Using the spell checker program.
b.) Formatting text.
c.) Creating file folders.
d.) Setting custom tabs.
e.) Renaming files.
f.) Using the autotext features of Word 2002.

Prerequisites: CSA2120 1.0 Word 2002 Module I

	Beginning	Ending	Tuition
Phoenix	**07/01/2004 09:00**	**06/30/2005 02:30**	**$0**
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**
Chandler	**01/27/2005 09:00**	**01/27/2005 02:30**	**$0**
Chandler	**02/17/2005 09:00**	**02/17/2005 02:30**	**$0**
Tucson	**02/24/2005 09:00**	**02/24/2005 02:30**	**$0**
Chandler	**03/03/2005 09:00**	**03/03/2005 02:30**	**$0**

CSA2130 1.0 Excel 2002 Module I

Contact Hours: 4.5

This is a basic course of instruction to introduce the trainee to the concepts of electronic spreadsheets, cell navigation, formula preparation and execution, and printing documents.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**07/01/2004 09:00**	**06/30/2005 02:30**	**$0**
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**
Chandler	**01/27/2005 09:00**	**01/27/2005 02:30**	**$0**
Chandler	**02/17/2005 09:00**	**02/17/2005 02:30**	**$0**
Tucson	**02/24/2005 09:00**	**02/24/2005 02:30**	**$0**
Chandler	**03/03/2005 09:00**	**03/03/2005 02:30**	**$0**

CSA2131 1.0 Excel 2002 Module 2

Contact Hours: 4.5

This is an intermediate course of instruction that prepare the trainee for electronic spreadsheet development including cell formatting, using built-in functions, spreadsheet formatting, and printing.

Prerequisites: CSA2130 1.0 Excel 2002 Module I

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	01/27/2005 09:00	01/27/2005 02:30	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2140 1.0 Access 2002 Module 1

Contact Hours: 4.5

This is a basic course of instruction that introduces the trainee to the concepts of databases, creating small databases, creating data entry forms, and using built-in wizards for queries, and reports.

Prerequisites: CSA2130 1.0 Excel 2002 Module I

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2141 1.0 Access 2002 Module 2

Contact Hours: 4.5

This is an intermediate course that introduces the trainee to linking Access 2002 files to Excel spreadsheets and other databases, creating customized forms, reports, and queries, and print customized database reports.

Prerequisites: CSA2140 1.0 Access 2002 Module 1

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2150 1.0 PowerPoint 2002 Module 1

Contact Hours: 4.5

This is a basic course of instruction to introduce trainees to the concepts of presentations using overhead and electronic slides including, navigating the software, using predesigned templating, formatting text, and printing the presentation.

Prerequisites: CSA2120 1.0 Word 2002 Module I

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2151 1.0 PowerPoint Module 2

Contact Hours: 4.5

This is an intermediate course of instructions to prepare the trainee to import and use file information from other software programs, import and use clip art, customize individual slides, create and input graphs, and display the presentation in an electronic format.

Prerequisites: CSA2150 1.0 PowerPoint 2002 Module 1

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	$0
CBT	07/01/2004 08:00	06/30/2005 05:00	$0
Chandler	02/17/2005 09:00	02/17/2005 02:30	$0
Tucson	02/24/2005 09:00	02/24/2005 02:30	$0
Chandler	03/03/2005 09:00	03/03/2005 02:30	$0

CSA2221 1.0 Word 2000 Module II

Contact Hours: 8

You will learn intermediate level skills and knowledge for Word 2000. You will enhance your skills with your ability to use headers, footers, dates, symbols and other developments of Intermediate Word 2000.

Prerequisites: CSA2220 1.0 Word 2000 Module I

	Beginning	Ending	Tuition
Phoenix	03/21/2005 08:00	03/22/2005 12:00	$0

CSA2230 1.0 Excel 2000 Module I

Contact Hours: 8

You will learn the basics of Excel 2000. Creating and working with workbooks, entering and editing data, formatting and auto format. The following is a partial list of the topics covered in this course.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	02/07/2005 08:00	02/08/2005 12:00	$0
Phoenix	03/09/2005 08:00	03/10/2005 12:00	$0

CSA2231 1.0 Excel 2000 Module II

Contact Hours: 8

You will learn the intermediate skills and knowledge for Excel 2000. You will be working with data, worksheets, workbooks and files. You will use range names, labels and the paste special function.

Prerequisites: CSA2230 1.0 Excel 2000 Module I

	Beginning	Ending	Tuition
Phoenix	02/14/2005 08:00	02/15/2005 12:00	$0
Phoenix	03/14/2005 08:00	03/15/2005 12:00	$0

CSA2240 1.0 Access 2000 Module I

Contact Hours: 8

You will learn the basics of using this Microsoft database program. Work with tables, find data, filter data, and create basic input forms and reports. Tables are the basic structures of the database that allow input and manipulation of data.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	02/16/2005 08:00	02/17/2005 12:00	$0
Phoenix	03/16/2005 08:00	03/17/2005 12:00	$0

CSA2241 1.0 Access 2000 Module II

Contact Hours: 8

You will enhance novice level skills and knowledge for this popular Microsoft database program. Work with advanced table and query design, use file utilities, editing tools and perform advanced forms and reports design.

Prerequisites: CSA2240 1.0 Access 2000 Module I

	Beginning	Ending	Tuition
Phoenix	02/22/2005 01:00	02/23/2005 05:00	$0
Phoenix	03/23/2005 08:00	03/24/2005 12:00	$0

CSA2260 1.0 Outlook 2000 Module I

Contact Hours: 8

This course teaches the user to efficiently and effectively use the tools and options provided by this powerful, feature rich e-mail program. Topics include:

- Altering "Views"
- Customizing Outlook
- E-Mail Basics
- E-mail And Folder Management
- Working With Outlooks Task Feature
- Working With Outlooks Calendar Feature
- Using "Outlook Today"

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/26/2005 08:00**	**01/27/2005 12:00**	**$0**
Phoenix	**02/22/2005 08:00**	**02/23/2005 12:00**	**$0**
Phoenix	**03/07/2005 08:00**	**03/08/2005 12:00**	**$0**

EMPLOYEE DEVELOPMENT

ADDISC101 1.0 DISC PERSONAL DEVELOPMENT PROFILE

Contact Hours: 4

This four hour interactive module addresses behavioral styles. The goal of the DiSC is to organize what you know about yourself. This will help you understand yourself and become more successful with others. It will also help you appreciate other people who may be different from you and help to unlock any communication difficulties that may exist. This module identifies four distinct styles of behavior people tend to use to meet their needs.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	01/10/2005 01:00	01/10/2005 05:00	$0
Phoenix	02/02/2005 08:00	02/02/2005 12:00	$0
Phoenix	02/16/2005 08:00	02/16/2005 12:00	$0
Phoenix	03/10/2005 01:00	03/10/2005 05:00	$0

ADORI100 1.0 NEW EMPLOYEE ORIENTATION

Contact Hours: 4

This four hour module includes basic rules, procedures and benefits that assist participants in becoming successful probationary and career employees. It focuses on the importance of serving our internal and external customers by exceeding their needs and expectations. This module outlines the resources and services that employees can utilize to meet their needs as they perform their jobs. It discusses the role of employees in Performance Appraisal for State Employees (PASE) and the Grievance and Corrective Action Procedures. Employees must complete this training within six months of employment. Ideally, new employees should complete the training during the first week of employment.

Prerequisites: None

	Beginning	**Ending**	**Tuition**
Phoenix	**01/03/2005 08:00**	**01/03/2005 12:00**	**$0**
Phoenix	**01/10/2005 08:00**	**01/10/2005 12:00**	**$0**
Phoenix	**01/24/2005 08:00**	**01/24/2005 12:00**	**$0**
Phoenix	**01/31/2005 08:00**	**01/31/2005 12:00**	**$0**
Phoenix	**02/07/2005 08:00**	**02/07/2005 12:00**	**$0**
Phoenix	**02/14/2005 08:00**	**02/14/2005 12:00**	**$0**
Tucson	**02/22/2005 08:00**	**02/22/2005 12:00**	**$0**
Phoenix	**02/28/2005 08:00**	**02/28/2005 12:00**	**$0**
Phoenix	**03/07/2005 08:00**	**03/07/2005 12:00**	**$0**
Phoenix	**03/14/2005 08:00**	**03/14/2005 12:00**	**$0**
Phoenix	**03/21/2005 08:00**	**03/21/2005 12:00**	**$0**
Phoenix	**03/28/2005 08:00**	**03/28/2005 12:00**	**$0**

COM1001 1.0 CUSTOMER SERVICE

Contact Hours: 8

This eight hour module examines world class customer service techniques. It includes practical applications for everyday customer service transactions. It explains the four types of service providers and the effective communication techniques to deal with them. This module explains how to build a proactive problem-solving work culture using the following steps: assessment, resolution and action.

Prerequisites: None

	Beginning	Ending	Tuition
TBD	**01/01/2005**	**$0**	
Phoenix	**01/05/2005 08:00**	**01/05/2005 05:00**	**$0**
Phoenix	**01/12/2005 08:30**	**01/12/2005 12:00**	**$0**
Phoenix	**02/08/2005 08:30**	**02/08/2005 12:00**	**$0**
Phoenix	**02/16/2005 08:00**	**02/16/2005 05:00**	**$0**
Phoenix	**03/09/2005 08:30**	**03/09/2005 12:00**	**$0**
Phoenix	**03/24/2005 08:00**	**03/24/2005 05:00**	**$0**

COM2001 1.0 NEGOTIATING SKILLS

Contact Hours: 8

This four hour module discusses the principles and concepts of negotiation. It explores negotiation skills employees need in order to negotiate successfully with internal and external customers. In this course, employees will learn how to prepare for any type of negotiation by developing an effective strategy. Using a case study, participants will work in teams to practice negotiating skills.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/27/2005 08:00**	**01/27/2005 05:00**	**$0**
Phoenix	**03/02/2005 08:00**	**03/02/2005 05:00**	**$0**

COM2002 1.0 MEDIATING CONFLICT

Contact Hours: 8

This four hour module discusses the impact of conflict on productivity, teamwork and morale. In this interactive course, students will learn how conflicts occur and effective methods for defusing them. This course also includes a mediation process for helping employees work through conflicts and identify opportunities to apply these important skills.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/26/2005 08:00**	**01/26/2005 05:00**	**$0**
Phoenix	**03/01/2005 08:00**	**03/01/2005 05:00**	**$0**

HRD1020 1.0 PREVENTING SEXUAL HARASSMENT

Contact Hours: 4

This four hour module reviews the legal criteria for sexual harassment and the types of behavior that meet the legal criteria for sexual harassment. It provides strategies and responses employees can use to respond to and discourage unacceptable actions, behaviors, or communication of others. This course examines the process of filing a sexual harassment complaint, and a general employee grievance. It also includes options and resources available to employees when filing a complaint of sexual harassment. It includes a discussion regarding the Equal Employment Opportunity Commission Charge Process. This course describes actions supervisors can take to prevent sexual harassment.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/03/2005 01:00**	**01/03/2005 05:00**	**$0**
Prescott Valley	**01/12/2005 08:00**	**01/12/2005 12:00**	**$0**
Prescott Valley	**01/12/2005 01:00**	**01/12/2005 05:00**	**$0**
TBD	**01/18/2005 08:00**	**01/18/2005 12:00**	**$0**
Phoenix	**01/31/2005 01:00**	**01/31/2005 05:00**	**$0**
Phoenix	**02/09/2005 08:00**	**02/09/2005 12:00**	**$0**
Tucson	**02/22/2005 01:00**	**02/22/2005 05:00**	**$0**
Phoenix	**02/28/2005 01:00**	**02/28/2005 05:00**	**$0**
Phoenix	**03/07/2005 01:00**	**03/07/2005 05:00**	**$0**
Sierra Vista	**03/15/2005 08:00**	**03/15/2005 12:00**	**$0**
Phoenix	**03/16/2005 08:00**	**03/16/2005 12:00**	**$0**

HRD1050 1.0 SELECTION INTERVIEWING

Contact Hours: 8

This eight hour module prepares supervisors to plan and conduct a behavioral based employment interview. Participants are shown how to determine which technical and performance skills are essential to fill a job and how to develop interview questions that elicit information about the applicant's skill level to ensure that the best candidates are selected for available positions .The course provides guidelines and methods for using panel interviews in the selection process. It also provides an overview of the interviewing issues related to the hiring process. It includes the strategic importance and partnerships of selection the process, techniques for assessing job applicants, guidelines and standards for selection, placement and illegal discrimination.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/05/2005 08:00**	**01/05/2005 05:00**	**$0**
Phoenix	**02/10/2005 08:00**	**02/10/2005 05:00**	**$0**
Phoenix	**03/03/2005 08:00**	**03/03/2005 05:00**	**$0**
TBD	**03/07/2005 08:00**	**03/07/2005 05:00**	**$0**
Phoenix	**03/30/2005 08:00**	**03/30/2005 05:00**	**$0**

LAW1001 1.0 EMPLOYMENT LAW IN STATE GOVERNMENT I - ADA/FMLA

Contact Hours: 4

This four hour module reviews the Americans with Disability Act (ADA) and the Family Medical Leave Act (FMLA).It outlines the responsibilities state employees have to comply with these laws and to ensure others comply. It covers the procedures for responding to both employee and customer accommodation requests. This course defines the process to identify essential functions of a job to meet Title 1 ADA Guidelines. It explains how a program can be made accessible without modifying a facility when responding to customer requests meeting Title 11 ADA Guidelines. It will have students develop a plan that will prepare their office to respond to Title 1 and Title 11 situations. Under no circumstances should the contents of this course be used or cited as authority for setting or sustaining a legal position.

Prerequisites: None

	Beginning	Ending	Tuition
TBD	**01/25/2005 08:00**	**01/25/2005 12:00**	**$0**
Phoenix	**02/01/2005 08:00**	**02/01/2005 12:00**	**$0**
Phoenix	**02/22/2005 08:00**	**02/22/2005 12:00**	**$0**
Phoenix	**03/02/2005 08:00**	**03/02/2005 12:00**	**$0**
Phoenix	**03/09/2005 08:00**	**03/09/2005 12:00**	**$0**

LAW1002 1.0 EMPLOYMENT LAW IN STATE GOVERNMENT II - EEO/AA

Contact Hours: 4

This four hour module addresses biased and prejudicial behavior and how it affects an organization .It provides an examination of Equal Employment Opportunity laws and Affirmative Action policies. It details their legal meaning and the roles and responsibilities of supervisors, managers and employees for compliance. This course requires the students to develop an action plan that complies with EEO and State Government policy. Under no circumstances should the contents of this course be used or cited as authority for setting of sustaining a legal position.

Prerequisites: AZG100C 1.0 EMPLOYMENT LAW IN STATE GOVERNMENT I - ADA/FMLA

	Beginning	Ending	Tuition
TBD	**01/25/2005 01:00**	**01/25/2005 05:00**	**$0**
Phoenix	**01/26/2005 08:30**	**01/26/2005 12:00**	**$0**
Phoenix	**02/02/2005 08:00**	**02/02/2005 12:00**	**$0**
Flagstaff	**02/10/2005 08:00**	**02/10/2005 12:00**	**$0**
Phoenix	**02/23/2005 08:00**	**02/23/2005 12:00**	**$0**
Phoenix	**02/24/2005 08:30**	**02/24/2005 12:00**	**$0**
Phoenix	**03/09/2005 08:00**	**03/09/2005 12:00**	**$0**
Phoenix	**03/22/2005 08:30**	**03/22/2005 12:00**	**$0**

LAW1005 1.0 DIVERSITY

Contact Hours: 8

This eight hour module examines cultural differences among ethnic backgrounds and explores the different dimensions of agency culture. It details ways to develop positive interaction within the various dimensions. This includes an awareness and appreciation of the cultural styles and values of different groups of people as well as cross-cultural communication. It also includes ways to manage diversity to strengthen an organization and enhance its competitive edge. This course discusses the reasons it is important to embrace, value and manage diversity, and its overall impact on the organization. It examines the nature of conflict as it relates to diversity. It also differentiates between diversity, affirmative action and equal employment opportunity, and how they are perceived by the organization.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/13/2005 08:00**	**01/13/2005 05:00**	**$0**
Phoenix	**02/09/2005 08:00**	**02/09/2005 05:00**	**$0**

PLN1010 1.0 PROJECT MANAGEMENT

Contact Hours: 16

An introduction to the basic principles and practices of project management. Learn how to define and organize a project; plan a project using WBS, Gantt Charts, and Network Diagrams; implement and control the successful completion of a project; and how to effectively complete and evaluate a project.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**03/22/2005 08:00**	**03/23/2005 05:00**	**$0**

PRD1020 1.0 TIME MANAGEMENT

Contact Hours: 8

Examine the importance of time and its peculiar nature. Learn ways individuals waste time and identify those "wasters" significant to their respective job. Build awareness of lost-time practices, situations, and remedies to those practices, making them more efficient on the job.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/06/2005 08:00**	**01/06/2005 05:00**	**$0**

PRD1050 1.0 CAREER SKILLS

Contact Hours: 4

Consider the importance of personal and career planning and assessing talents. Includes working and communication styles, inventory of skills, importance of accomplishments, professional assets and liabilities, and researching opportunities within the organization.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**03/10/2005 08:00**	**03/10/2005 12:00**	**$0**

WED1020 1.0 STRESS MANAGEMENT

Contact Hours: 8

A discussion of stress and its effects on the body to include both positive and negative stress. This class also includes relaxation techniques used to manage stress. Please note: The class is strictly on stress reduction and not on counseling or psychotherapy.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	01/12/2005 08:00	01/12/2005 05:00	$0
Phoenix	02/17/2005 08:00	02/17/2005 05:00	$0

WED1005 1.0 WORKPLACE VIOLENCE

Contact Hours: 4

The United States is the most violent nation in the western world. And the violence does not end when we go to work. In this class, you will hear case studies of recent acts of workplace violence. From there, you will be able to identify possible warning signs of workplace violence, identify warning signs of domestic violence, and you will review workplace violence prevention tips.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	01/19/2005 08:00	01/19/2005 12:00	$0
Phoenix	02/03/2005 08:00	02/03/2005 12:00	$0
Phoenix	03/14/2005 01:00	03/14/2005 05:00	$0

PHI1001 1.0 ETHICAL ISSUES IN THE PUBLIC SECTOR

Contact Hours: 4

This four hour module is mandated by ARS 38-591 and 38-592. All state employees are required to complete this course within six months of their employment. It covers basic ethical philosophies including ethics, integrity and the public trust. It examines differences in perceptions of ethical behavior, ethic standards specifically required for state employees and how to prevent impropriety in the public eye. It explores the concept of values and how they determine ethical behavior. It also includes a discussion of causes for dismissal. Finally, the course delves into specific State of Arizona rules, laws, and policies relating to ethical behavior and the proper action expected of an Arizona State Employee when faced with ethical dilemmas in government employment.

Under no circumstances should the contents of this course be used or cited as authority for setting or sustaining a legal position.

Prerequisites: None

	Beginning	Ending	Tuition
CBT	**07/01/2004 08:00**	**06/30/2005 05:00**	**$0**
Phoenix	**07/01/2004 09:00**	**06/30/2005 02:30**	**$0**
Phoenix	**01/07/2005 08:00**	**01/07/2005 12:00**	**$0**
Phoenix	**01/19/2005 01:00**	**01/19/2005 05:00**	**$0**
Phoenix	**01/24/2005 01:00**	**01/24/2005 05:00**	**$0**
Phoenix	**02/07/2005 01:00**	**02/07/2005 05:00**	**$0**
Phoenix	**02/16/2005 01:00**	**02/16/2005 05:00**	**$0**
Tucson	**02/23/2005 08:00**	**02/23/2005 12:00**	**$0**
Phoenix	**03/02/2005 01:00**	**03/02/2005 05:00**	**$0**
Phoenix	**03/21/2005 01:00**	**03/21/2005 05:00**	**$0**
Phoenix	**03/28/2005 01:00**	**03/28/2005 05:00**	**$0**

Indemnity

EMT1001 1.0 CARDIOPULMONARY RESUSCITATION AND CHOKING PREVENTION

Contact Hours: 4

This course provides instructions for the current standards of one rescuer CPR and obstructed airway procedures for adults, children, and infant victims.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	01/03/2005 10:00	01/03/2005 02:00	$0
Phoenix	01/26/2005 08:30	01/26/2005 02:30	$0

LEADERSHIP (BASIC SUPERVISION)

HRD1005 1.0 POSITIVE AND NEGATIVE EMPLOYEE BEHAVIOR

Contact Hours: 8

This eight hour module details strategies to reinforce employees' positive behavior through empowerment and rewards. It also outlines the process of corrective action when their performance behavior does not meet performance standards after the organization has "gone the extra mile" through coaching and counseling to motivate the employee to modify his/her behavior. It focuses on how to document corrective action. This course examines the following components of corrective action: Due Process, Just Cause, Grievance Procedure, ARS -41-770, R-2-5-501 Standards of Conduct and Property Rights.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/25/2005 08:00**	**01/25/2005 05:00**	**$0**
Tucson	**01/28/2005 08:00**	**01/28/2005 05:00**	**$0**
Phoenix	**02/24/2005 08:00**	**02/24/2005 05:00**	**$0**
Scottsdale	**02/25/2005 08:00**	**02/25/2005 05:00**	**$0**
Tucson	**03/18/2005 08:00**	**03/18/2005 05:00**	**$0**
Phoenix	**03/29/2005 08:00**	**03/29/2005 05:00**	**$0**

HRD1010 1.0 MANAGING EMPLOYEE PERFORMANCE

Contact Hours: 8

This eight hour module details the process to establish an employee performance plan and conduct employee performance evaluations. It details coaching as a tool to achieve quality results and manage the performance process. This course addresses the elements critical to correctly evaluating performance. This course describes performance management roles, identifies the benefits of performance management, describes the methods and resources used to determine job performance standards and identifies ways to measure job standards. It also lists the steps in the performance process.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/20/2005 08:00**	**01/20/2005 05:00**	**$0**
Tucson	**01/27/2005 08:00**	**01/27/2005 05:00**	**$0**
Scottsdale	**02/18/2005 08:00**	**02/18/2005 05:00**	**$0**
Phoenix	**02/22/2005 08:00**	**02/22/2005 05:00**	**$0**
Phoenix	**03/17/2005 08:00**	**03/17/2005 05:00**	**$0**
Tucson	**03/17/2005 08:00**	**03/17/2005 05:00**	**$0**

HRD1070 1.0 TEAM LEADERSHIP & DEVELOPMENT

Contact Hours: 8

This eight hour module provides strategies for developing team leadership techniques in an effective organization. It includes organizational behavior, diversity, motivation, performance management, conflict management, team communication and goal setting. It explains the life cycle of a team and the team player classifications. It identifies the leadership model of organizational development and focuses on its critical components. This course also includes the development of mission statements, vision statements and statements of core values as driving forces for the organizations.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/18/2005 08:00**	**01/18/2005 05:00**	**$0**
Tucson	**01/26/2005 08:00**	**01/26/2005 05:00**	**$0**
Scottsdale	**02/04/2005 08:00**	**02/04/2005 05:00**	**$0**
Phoenix	**02/15/2005 08:00**	**02/15/2005 05:00**	**$0**
Phoenix	**03/15/2005 08:00**	**03/15/2005 05:00**	**$0**
Tucson	**03/16/2005 08:00**	**03/16/2005 05:00**	**$0**

HRD1075 1.0 COACHING EMPLOYEES

Contact Hours: 8

This eight hour module discusses the coaching process and describes it as a tool to guide employees toward the attainment of organizational goals and objectives. It defines coaching and the benefits that accrue to employees, managers and the organizations that embrace this process. Specifically, it indicates that coaching is a one on one intervention that develops individuals' potential, inspiring them to move towards fulfilling their dreams, goals and ambitions. This course lists the six steps of coaching.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/11/2005 08:00**	**01/11/2005 05:00**	**$0**
Scottsdale	**01/21/2005 08:00**	**01/21/2005 05:00**	**$0**
Tucson	**01/25/2005 08:00**	**01/25/2005 05:00**	**$0**
Phoenix	**01/25/2005 08:30**	**01/25/2005 04:00**	**$0**
Phoenix	**02/08/2005 08:00**	**02/08/2005 05:00**	**$0**
Phoenix	**02/23/2005 08:30**	**02/23/2005 04:00**	**$0**
Phoenix	**03/08/2005 08:00**	**03/08/2005 05:00**	**$0**
Tucson	**03/15/2005 08:00**	**03/15/2005 05:00**	**$0**
Phoenix	**03/23/2005 08:30**	**03/23/2005 04:00**	**$0**

MAP1001 1.0 ELEMENTS OF SUPERVISION

Contact Hours: 8

So now you're a supervisor. How will you act? What's the best way to get your subordinates to follow your direction? When you copy the supervisory styles of others, why doesn't that work for you? Get the answers to these questions and more.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/04/2005 08:00**	**01/04/2005 05:00**	**$0**
Scottsdale	**01/07/2005 08:00**	**01/07/2005 05:00**	**$0**
Tucson	**01/24/2005 08:00**	**01/24/2005 05:00**	**$0**
Phoenix	**02/01/2005 08:00**	**02/01/2005 05:00**	**$0**
Phoenix	**03/01/2005 08:00**	**03/01/2005 05:00**	**$0**
Tucson	**03/14/2005 08:00**	**03/14/2005 05:00**	**$0**

OTHER COURSE DESCRIPTIONS

ADGAO100 1.0 GAO TRAVEL POLICY

Contact Hours: 4

Going somewhere? Know the policy? Know how to get reimbursed? Learn the Travel Policy and its relationship to the travel claim form. Tips will be provided for travel reimbursement.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/11/2005 08:00**	**01/11/2005 12:00**	**$0**
Phoenix	**02/22/2005 08:00**	**02/22/2005 12:00**	**$0**
Phoenix	**03/08/2005 08:00**	**03/08/2005 12:00**	**$0**
Phoenix	**03/29/2005 08:00**	**03/29/2005 12:00**	**$0**

ADOML100 1.0 OPEN MEETING LAW

Contact Hours: 4

This class will focus on the basic requirements of the Open Meeting Law, including both Public and Executive Sessions. Special emphasis will be placed on Agenda Writing and Notice Requirements. This class is taught by a representative of the Arizona Attorney General's Office.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**01/25/2005 08:30**	**01/25/2005 12:00**	**$0**

PUBLIC PROCUREMENT

ADAZSPO101 1.0 CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 8

This one-day class provides procurement customers (end-users), and procurement professionals with a fundamental understanding of, and a common lexicon for public procurement. It focuses on the laws and regulations that govern public procurement practices in Arizona and explains the various procurement methods available. The primary focus is to demystify public procurement and to serve as the basis for advanced Arizona State Procurement Institute classes. The target audience is everyone who develops, uses, or is affected by public buying or contracting in Arizona, including anyone with purchasing authority for an agency, those who supervise purchasing activities, end-users (customers of procurement practitioners) and program, auditing and accounting personnel. Completion for certification requires a passing grade on a written examination at the close of each class. This course is the prerequisite for all other State Procurement Institute offerings, with the exception of the "Doing Business with the State" series.

ARIZONA STATE PROCUREMENT INSTITUTE (ASPI) **CLASSES ARE SUBJECT TO A $100 CHARGE PER STUDENT, PER CLASS, PER DAY OR PARTIAL DAY,** PLEASE CHECK WITH THE PROCUREMENT OFFICE AT 602.542.9131 FOR MORE INFORMAITON.

Prerequisites: None

	Beginning	**Ending**	**Tuition**
Phoenix	**01/07/2005 08:30**	**01/07/2005 04:30**	**$100**
TBD	**01/07/2005 08:30**	**01/07/2005 04:30**	**$0**
TBD	**01/07/2005 08:30**	**01/07/2005 04:30**	**$0**
Phoenix	**02/07/2005 08:30**	**02/07/2005 04:30**	**$100**
Phoenix	**03/07/2005 08:30**	**03/07/2005 04:30**	**$100**

ADAZSPO201 1.0 FOUNDATION CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 8

A one-day course that provides a basic understanding of the principles and skills needed to conduct informal solicitations (purchases under $35,000) in compliance with the Arizona Procurement Code. This competency-based course covers fundamental processes and techniques to enhance the professional development in the field of public procurement. Completion of this Foundation Course is required of procurement professionals in Arizona state agencies with delegation authority.

Prerequisites: None

	Beginning	**Ending**	**Tuition**
Phoenix	**01/24/2005 08:30**	**01/24/2005 04:30**	**$100**
Phoenix	**02/25/2005 08:30**	**02/25/2005 04:30**	**$100**
Phoenix	**03/30/2005 08:30**	**03/30/2005 04:30**	**$100**

ADAZSPO301 1.0 JOURNEY CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 16

A challenging two-day course covering advanced governmental procurement techniques. The class addresses such topics as determining the best vendor selection technique for a solicitation, acquisition planning and value analysis. The course also provides an overview of terms and conditions, and provides an introduction to the Uniform Commercial Code. The target audience is career path procurement officials.

Prerequisites: None

	Beginning	**Ending**	**Tuition**
Phoenix	**02/03/2005 08:30**	**02/04/2005 04:30**	**$200**

ADAZSPO401 1.0 PROFESSIONAL CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 16

This class focuses on the management and administration aspects of governmental procurement. The academic topics covered in this course include; privatization programs; contract performance and procurement benchmarking; protests and claims; dispute resolution; negotiations; and supervision of procurement practitioners. Completion for certification requires a passing grade on a written examination at the close of each class.

Prerequisites: None

	Beginning	**Ending**	**Tuition**
Phoenix	**02/17/2005 08:30**	**02/18/2005 04:30**	**$200**

ADAZSPO501 1.0 CONSTRUCTION CONTRACTING IN PUBLIC PROCUREMENT

Contact Hours: 8

Construction and design procurement is a very challenging and exciting specialty within public procurement. This one-day workshop focuses on the complexities of the acquisition of design and construction services in Arizona. Participants gain insight into the development of effective scopes of work, selecting pricing methods, developing evaluation criteria and project management. The workshop also discusses recently legislated methods available for construction contracting in Arizona, such as designing and building.

Prerequisites: None

	Beginning	**Ending**	**Tuition**
Phoenix	**02/09/2005 08:30**	**02/09/2005 04:30**	**$100**

ADAZSPO505 1.0 CONTRACTING FOR SERVICES IN PUBLIC PROCUREMENT

Contact Hours: 16

Contracting for Services in Public Procurement is a two-day workshop on the special consideration for services contracting. The class explores the advanced procurement methods available to governmental procurement practitioners and focuses on preparing a request for proposal, including writing a scope of work, designing a pricing structure, determining required Offer or qualifications and selecting evaluation criteria. Participants gain an understanding of service contracting evaluation. Including the evaluation committee. The overall process, evaluation documentation, negotiation and best-and-final offers, contract award and vendor debriefing. This class also introduces aspect of contract monitoring and administration, such as contract amendments, extensions and breaches.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	**03/17/2005 08:30**	**03/18/2005 04:30**	**$200**

ARIZONA GOVERNMENT UNIVERSITY
100 N. 15th Avenue #102
Phoenix, AZ 85007
602.771.AzGU (2948)
Fax 602.542.0462

REGISTRATION APPLICATION

Enrollment in the class(es) listed below is contingent upon availablity and supervisor's approval. If a requested class is unavailable, placement will be made in the next available class. **Deadline for enrollment and cancellation is 2 working days prior to the class.**

Send only one registration form per person.
Refer to the Arizona Government University website: http://www.azgu.gov or the Course Catalog for prerequisites.
Please provide cancellations online, by phone or fax, two business days prior to class.

To register for a class, please PRINT information in the spaces below.

1. EIN (Employee Identification Number)	**2. NAME (Last, First MI)**
3. Agency/Division	**4. ADDRESS (Street, City, State, Zip Code)**
5. Phone Number Ext.	**6. FAX**

Please enter the class name, and class date in the indicated spaces for each class you wnat to attend. If you are registering for a class that requires completion of a prerequisite course, please enter the date of completion.

CLASS DATE	**CLASS NAME**

Please list any ADA accommodations you may require

Student Signature / Date

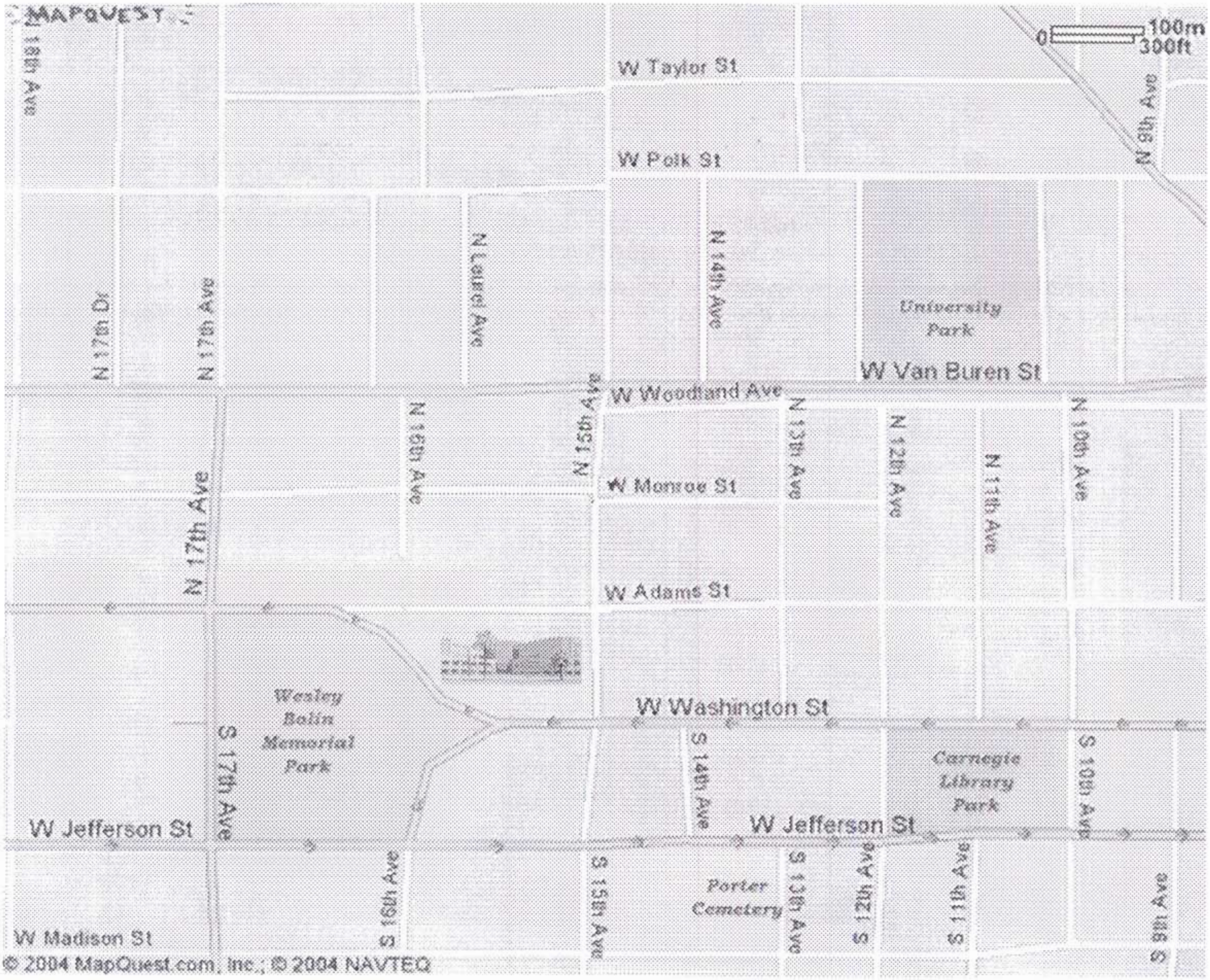
Student Email Address *REQUIRED*

Supervisor's Name* **(PRINT)**

Supervisor's Signature / Date

**I authorize the above named person to attend the requested class(es)*

ARIZONA GOVERNMENT UNIVERSITY
100 N. 15th Avenue #102
Phoenix, AZ 85007
602.771.AzGU (2948)
Fax 602.542.0462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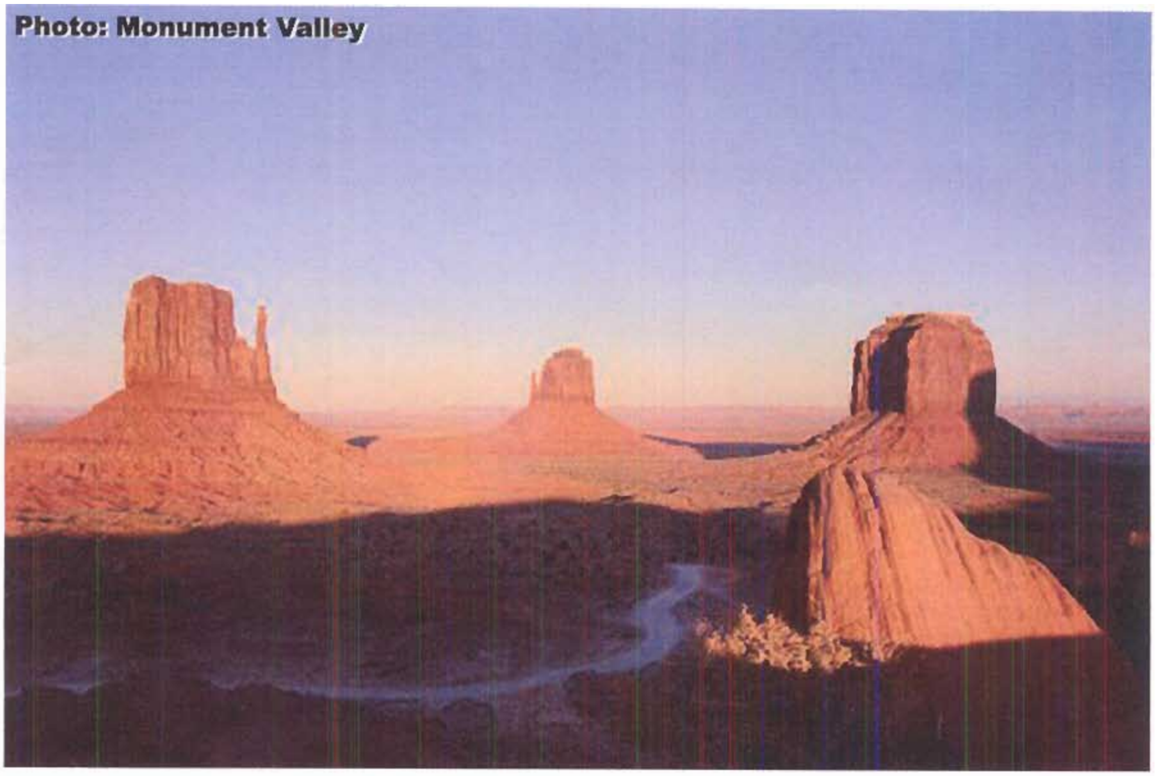

Photo: Monument Valley